



How to fix an Xbox 360 S Stuck DVD Tray

A simple guide to fix a jammed drive tray on the 360 S, please follow instructions on how to remove the drive from the 360 S first.

Written By: Bryan Packer



INTRODUCTION

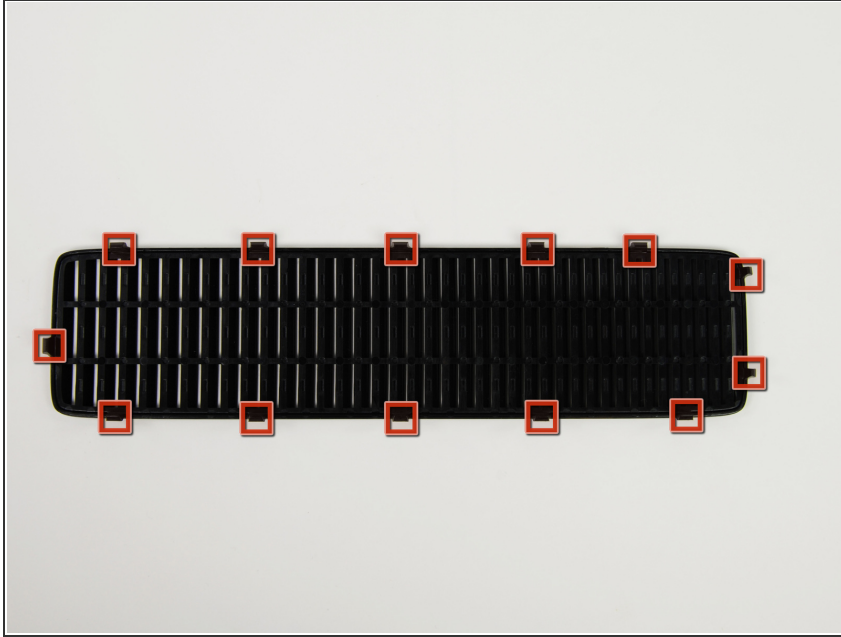
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TOOLS:

- [Phillips #1 Screwdriver](#) (1)
-

Step 1 — Top Panel



- In the following steps, you will remove the top vent, secured to the top panel by the thirteen clips shown.
- ⓘ Take care when removing the fan vent not to break any of the plastic clips.

Step 2



- Orient the console so that the words "XBOX 360" on the sides are right-side up, and the faceplate is facing to the left.
 - Insert a metal spudger between the top vent and the top bezel near the rear of the Xbox.
 - Rotate the spudger away from the console, prying the edge of the fan vent up until the two plastic clips come free.
- i** Be sure to rotate the spudger far enough so that the plastic clips clear the silver rim of the top bezel.

Step 3



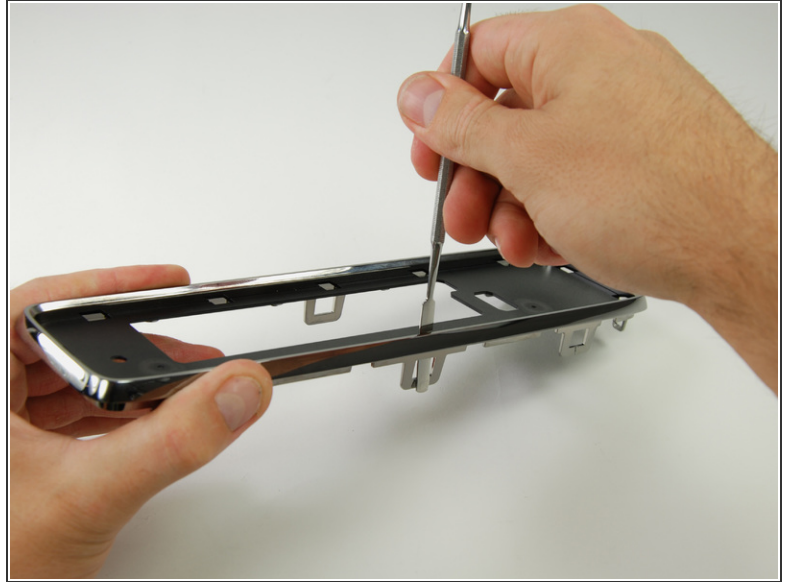
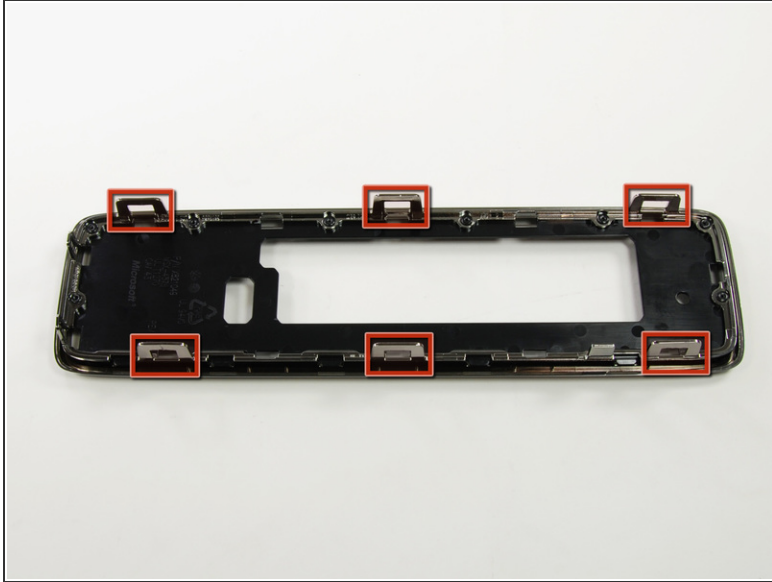
- Insert a metal spudger between the fan vent and top bezel along the left side of the console.
- In the same manner described above, begin prying the left side of the top vent away from the top bezel.
- Continue prying along the left side of the device, freeing all the clips on that side.

Step 4



- Lift the fan vent up from the freed left side to disengage the clips along the right side.
- Remove the entire fan vent.

Step 5



- In the following steps, you will be releasing the six clips highlighted in red.
- ⓘ Each clip can be undone by inserting a metal spudger underneath the bottom edge of the clip. Once underneath the bottom edge, simply prying away from the console will free the clip.

Step 6



- i** Orient the console so that the left case is facing toward you and the faceplate is facing toward the right.
- Insert a metal spudger through the front-most slit on the left edge of the top bezel and between the bottom edge of the clip and the left case, as described above.
- Simultaneously rotate the spudger away from the console and pull up on the top bezel to free the clip.
- i** You will hear a "pop" signifying that the clip cleared its catch.

Step 7



- Using the same method described above, free the two remaining clips along the left edge of the top bezel.

Step 8



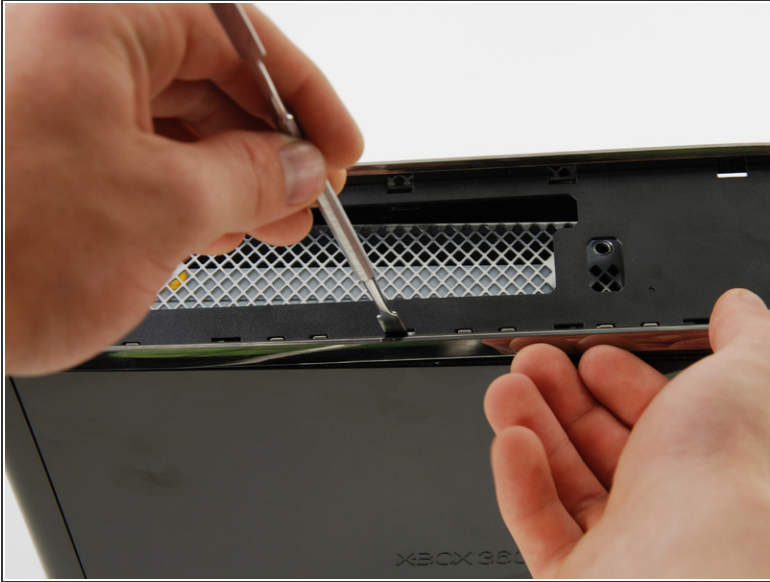
- Grab the entire top panel with your hands, lift up the entire left edge high enough to rest the separated clips on top of the left case.
- ★ You may have to go back with a spudger and undo any clips that have re-attached.
- i The top panel will not come free of the console yet.

Step 9



- Rotate the console so that the rear of the Xbox 360 S is facing to the right, and the right case is facing you.
- Insert a metal spudger through the rear-most slit on the right edge of the top bezel and between the bottom edge of the clip and the right case.
- While lifting up on the top bezel with your fingers, rotate the spudger away from the console to free the clip.

Step 10



- In the same manner as described in the previous steps, release the middle and front clips along the right edge of the top panel.

Step 11



- Lift the top panel off the device.
- ☑ You may have to go back with a spudger and undo any clips that have re-attached to the console.

Step 12 — Hard Drive



i Orient the Xbox 360 S so that the bottom of the console is facing toward you.

- Push the latch holding down the hard drive cover to the left.
- Pull the hard drive cover away from the console.

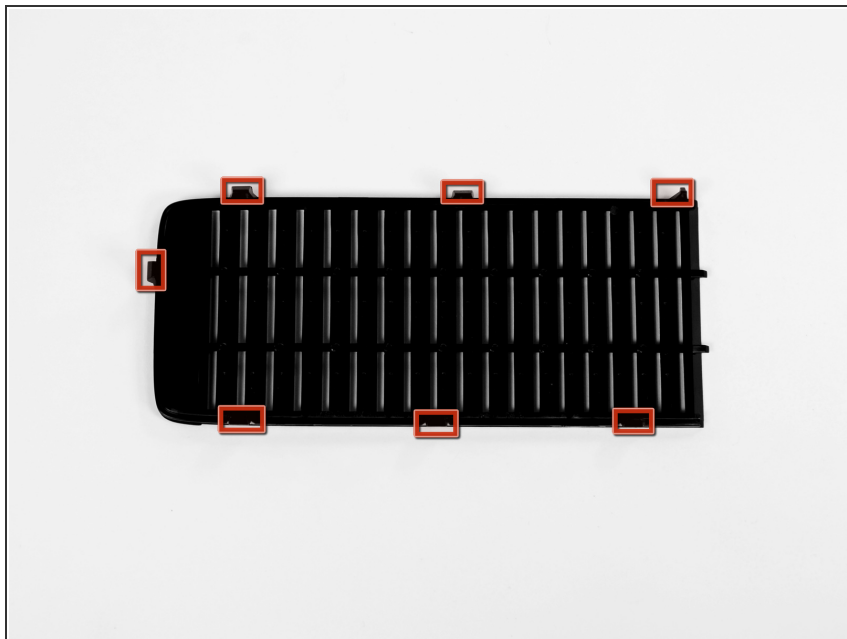
Step 13



- Firmly grasp the fabric tab labeled "250 GB" attached to the hard drive.
- Pull the hard drive straight out of the console.

i The fabric tab is attached to a catch further inside the hard drive housing. It will take some force to pull the hard drive out.

Step 14 — Bottom Panel



i In the following steps, you will remove the bottom vent.

- It is attached to the bottom panel by the seven clips shown.

Step 15



- ❗ Orient the Xbox 360 S so that the hard drive port is facing up and the faceplate is facing to the left.
- Insert a metal spudger between the black bottom vent and the silver rim of the bottom bezel, in the rear right corner of the vent.
- Rotate the spudger away from the console, prying the vent up from the bottom bezel.
- ❗ Be sure to rotate the spudger far enough so that the clips on the vent are lifted past the silver rim of the bottom bezel.

Step 16



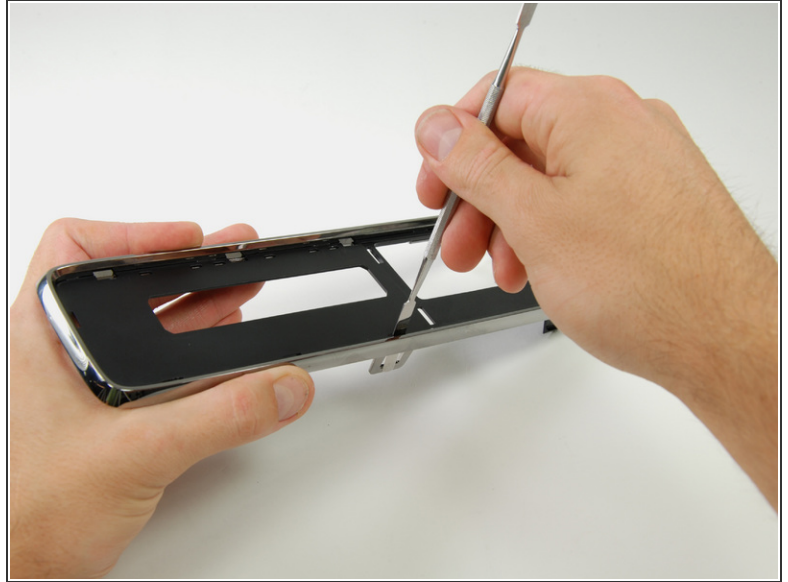
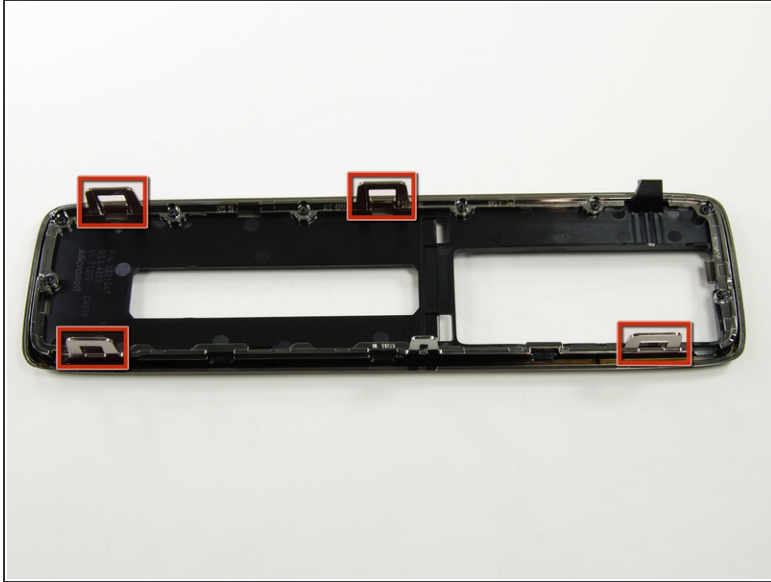
- In the same manner as described above, pry the two remaining clips on the bottom right edge.
- ⓘ All of the clips along both the right and front edge should now be free. If other clips have come undone as well, that is fine.

Step 17



- Remove the bottom vent by lifting it away from the bottom bezel.


Step 18



- i** In the following steps, you will remove the bottom bezel, which is attached to the rest of the console by the six clips shown.
- The clips shown in red can be detached by inserting a metal spudger underneath the bottom edge of the clip. Once underneath the bottom edge, simply prying away from the console will free the clip.


Step 19



- Insert a metal spudger through the slit near the rear left corner of the bottom bezel.
 - Rotate the spudger away from the device while lifting the rear bezel up with the other hand.
-  You may hear a "pop" signifying the clip has cleared its catch.

Step 20



- Insert a metal spudger through the left middle slit of the bottom bezel, and between the bottom edge of the clip and the left case.
 - Simultaneously pull the bottom bezel up and rotate the spudger away from the console to free the clip.
 - In a similar fashion, free the clip at the front of the bottom bezel's left edge.
-  The entire left side of the bottom bezel should now be free.

Step 21



- i** Turn the console around so that the faceplate is facing to the right and the right case is facing toward you.
- Insert the spudger into the rear-most slit on the right edge of the bottom bezel, and wedge it behind the clip by pushing the spudger down while pushing the tip of the spudger against the right case.
 - Simultaneously release the clip and pull the bottom bezel up.
- i** This clip is especially hard to remove. Some force will be required to insert the spudger correctly.

Step 22



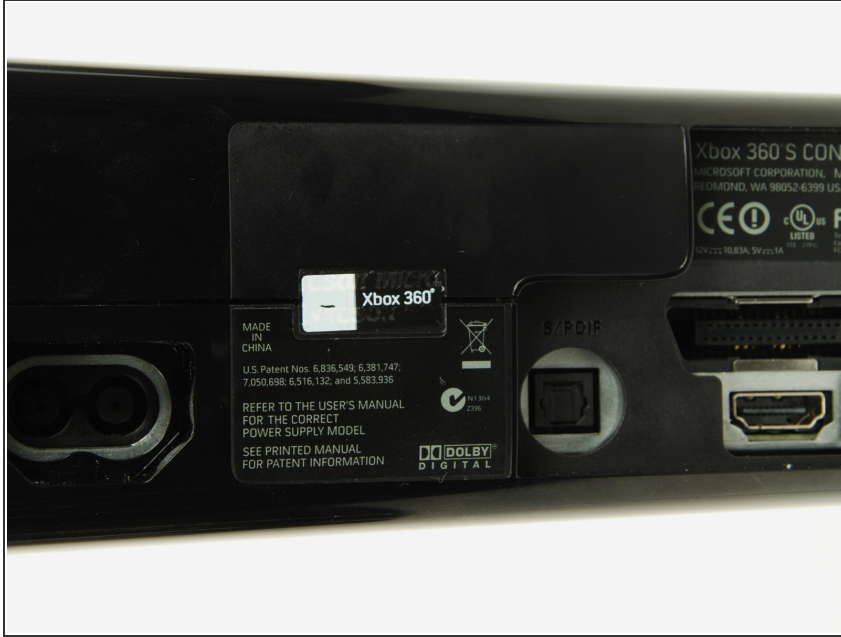
- ❗ This clip does not have a slit in the bezel to guide you. You can locate the clip by looking under the bezel near the hard drive slot.
- Insert a spudger between the silver rim and bottom bezel directly above the clip shown.
- Release the clip while pulling up on the bottom bezel.

Step 23



- ❗ This clip is smaller than the others and should not be removed from above like the others.
- Lift the left edge of the bottom bezel up enough to gain clearance.
- Insert a metal spudger behind the left edge of the last clip, and push the clip away from the right case.

Step 24 — Left Case



⚠ Opening your Xbox 360 any further will require breaking or removing the warranty sticker on the outer case. Your Microsoft warranty for any components not directly attached to the logic board will likely be voided by removing this seal.

Step 25



i Orient the console right-side up, with the faceplate facing toward you.

- Locate the two clips connecting the right and left case along the top edge of the console, behind the Wi-Fi card.
- While pushing the left and right case away from each other with one hand, pry the clips away from the case with a metal spudger.

Step 26



i Continue to hold the two cases apart to prevent the clips reattaching.

- Insert a spudger between the right and left cases to hold them separate while you work elsewhere.

Step 27



i Flip the Xbox over so the faceplate is facing left, and the left case is facing toward you.

- While pushing the left and right cases apart with one hand, free one clip located beside the hard drive slot.

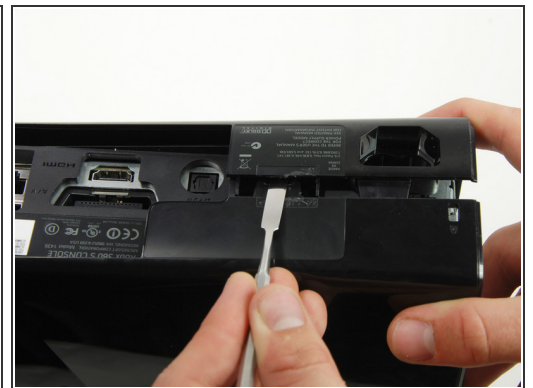
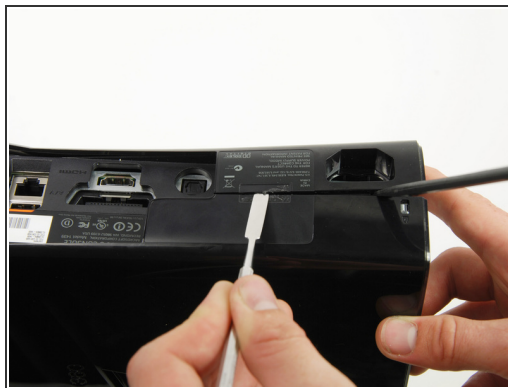
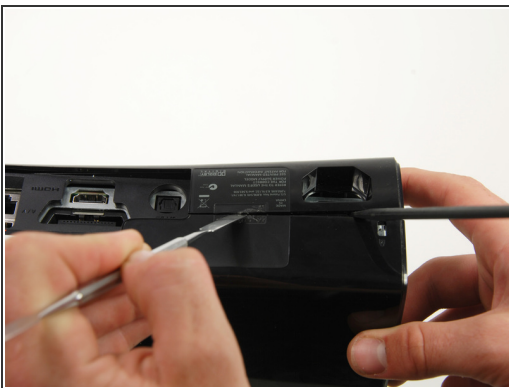
Step 28



✦ Continue to hold the cases apart to prevent the clips from reattaching.

- Place another spudger between the left and right cases directly below the clip.

Step 29



- Insert the flat edge of a metal spudger between the left and right cases where the warranty sticker used to be.
- Pry the left case upwards to form a gap between the two cases, and slide the spudger in toward the left case.
- Rotate the spudger upward to release the last clip.

i The spudgers holding the top and bottom clips apart may be removed.

Step 30



- Release one clip in the front left corner of the top edge securing the left case to the faceplate.

Step 31



- Flip the console over so the bottom is facing upward.
- Release one clip in the front left corner of the bottom edge securing the left case to the faceplate.
- Rotate the left case away from the device to release the last two inner clips.
- Remove the left case.

Step 32 — Faceplate



- ❗ Orient the console right-side-up, with the faceplate facing forward.
- Release the clip near the front right corner of the top edge securing the right case to the faceplate.

Step 33



- ❗ Turn the console over, so that the bottom is facing upward, and the faceplate is facing forward.
- Release the clip in the bottom right corner of the top edge securing the right case to the front case.

Step 34

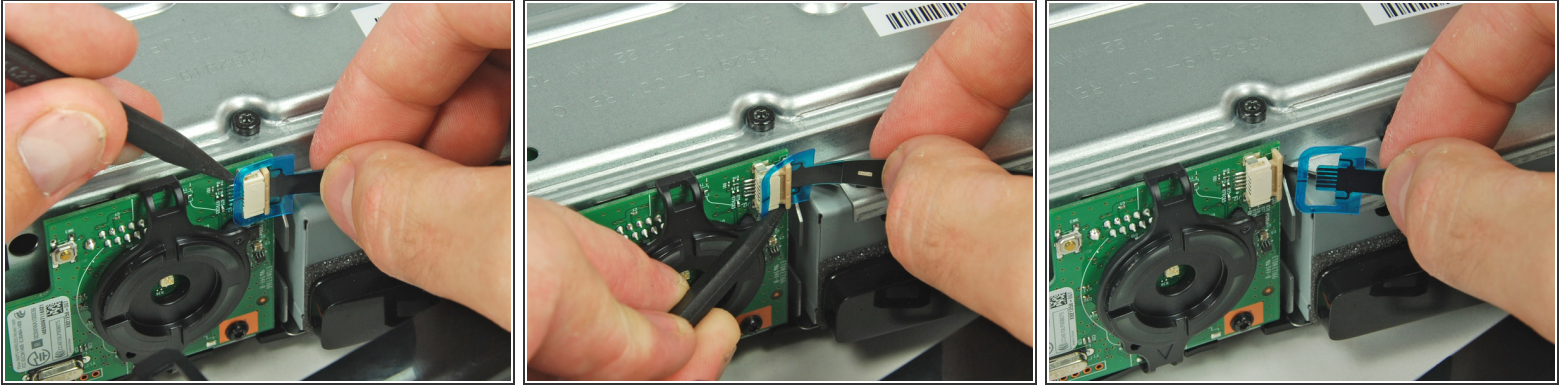


- Lift the left edge of the faceplate upward to release the last two clips securing the faceplate to the right case.
- Detach the faceplate from the rest of the device.



The faceplate is still attached to the console by a thin ribbon cable. Do not attempt to completely remove the faceplate yet.

Step 35



- Using a spudger or fingernail, lift the clear blue tab away from the connector.
- Slide the locking tab on the power switch board cable connector toward the top of the console.
- ⓘ The locking tab will only move about 2 mm.
- Pull the power switch cable straight out of the connector.
- The faceplate is now free of the rest of the console.

Step 36 — Wi-Fi Board



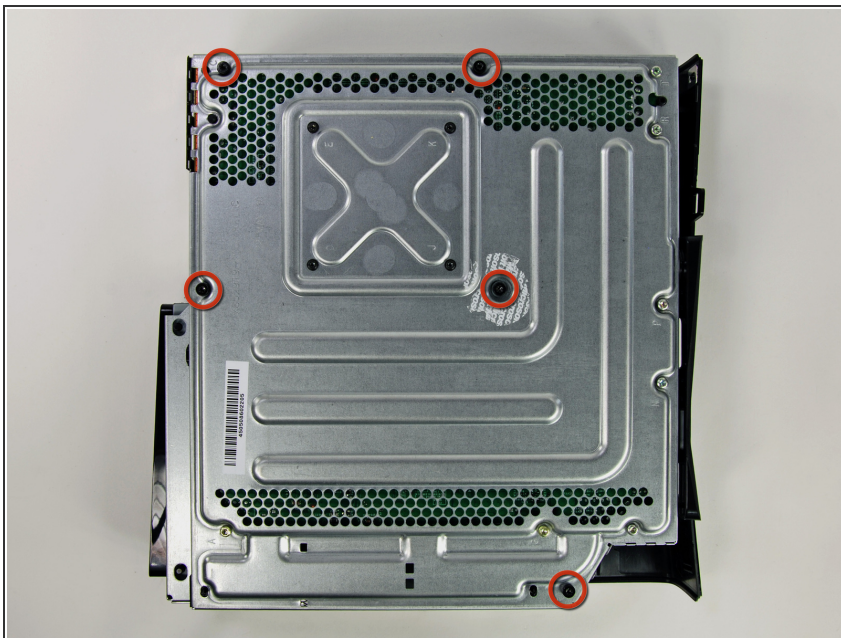
- Remove the single T10 Torx screw holding in the wireless card.
- Pull the Wi-Fi board out of the console.

Step 37 — Right Case



- ⚠ This is the terminal point if you ever want to send your Xbox back to Microsoft for repair.
- Remove the large white warranty sticker from the metal frame to expose a screw.

Step 38



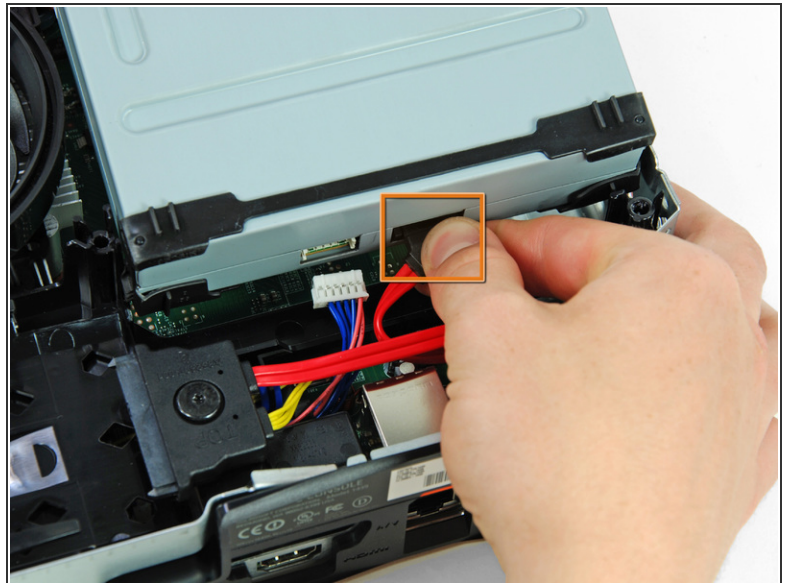
- Remove the five 55.5 mm T10 Torx screws securing the right case to the metal frame.

Step 39



- ❗ Turn the Xbox over so the right case is facing up.
- Lift the right case off by its metal framework.

Step 40 — Optical Drive



- Disconnect the optical drive data cable from the back of the optical drive.
- Disconnect the power cable from the back of the optical drive.

Step 41



- Lift the optical drive out of the Xbox.

Step 42 — How to fix an Xbox 360 S Stuck DVD Tray



- The Drive unit itself
- For the lite-on phillips drive, you pretty much have to use brute force and a little prayer. Once you remove the rubber piece near the back (sound dampner and it keeps the drive from wiggling), remove the sponge foam strip at the front (allows the drive to close silently) and the 4 screws at the corners.
- You then remove the top piece (some videos will actually have you remove the top spin plate, but that is not necessary). Slide the drive components towards the front, after lifting the front to clear the base pins from the other half of the case.
- Then carefully remove the drive tray from the side lips holding it in place, starting from the back of the drive and using it's flexibility to free it one tab at a time towards the front.

Step 43



- Once free you'll notice a small guide pin on the right side (from the front view) near the gears, manually rotate the gears (lowering the lens assembly) until the pin lines up on the far right side (there should be a guide track for it on the bottom of the tray).
- Slide the tray back into place making sure the guide pin is properly aligned into the guide track.
- You can do a partial reassembly to test the fix, but be careful as the power cord "key" is a molded part of the case, so it can be inserted upside down.

To reassemble your device, follow these instructions in reverse order.

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